

Making Appointments

Directions: Answer all the questions from Part A-C after your own appointment conversation. Answer the questions from Part D after hearing each of your group members make their own appointments.

Part A: Summary

1. Which clinic did you call? _____

2. Who did you speak with? (Include the name of the person and anything else you know) _____

3. What scenario did you choose to make an appointment for? _____

Part B: Feelings/Opinions

4. How did you feel before you called to make your appointment? _____

5. How do you think you did, overall? _____

6. What did you think of the person you spoke to? (easy to understand, polite, friendly, etc.?) _____

7. What was the most difficult part of your appointment conversation? What was the easiest? _____

8. Did you like this assignment? Do you think it's helpful in practicing how to make real appointments? Why or why not?

9. Have you ever had to make an important/serious phone call before (for any reason)? If yes, what was it like? If not, have you heard others make one? Describe what you've observed.

Part C: Future Appointments

10. How can your conversation(s) improve for a future/real appointment? What will you do better and what do you wish the clinic staff will do better?

11. What are some other things that can be done to prepare teens to make their own clinic appointments?

Part D: Group Members

What's your overall opinion of how your group members did in their appointment conversations? Describe what went well and what needs to improve.

1st group member - _____ - _____
(name)

2nd group member - _____ - _____
(name)

3rd group member - _____ - _____
(name)
